

## *Respect*



*"There is no happiness except in the realization that we have accomplished something."*

— Henry Ford

## *Teamwork*



## 2004 Annual Report

## *Excellence*



## *Hope*





## Letter from the Chief Executive Officer

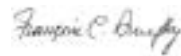
Dear Friends,

Transition, a firm eye towards the future, and success can all be used to describe the year 2004. During the spring and summer, the Board of Directors together with the leadership staff reaffirmed the mission, vision, and values of Gateway Community Industries, Inc. A Strategic and Operational Plan was implemented to well position us in a quickly evolving industry.

Changes and growth occurred in several areas of our Consumer Services and Business Services. The Milestone Program is coming to an end and transitioning into a new model and funding stream. Residential Services increased the number of contracted beds and the number of people served. We developed plans for and received approval to build a new Gateway Manor Residence. The average age of our consumers continues to change. For Business Services, 2004 was the most successful year in history, with Custom Cleaning leading the way.

The agency finished the year in a strong financial position that will allow us to weather some of the known reimbursement changes in future years.

We feel proud to have continued our commitment to providing consumers with an opportunity to live successful and satisfied lives. The ongoing support of our community makes this possible. We appreciate the teamwork between the Gateway Family and our partners without whom this would not have been possible. We look forward to your ongoing support.



**Françoise Dunefsky**  
Chief Executive Officer

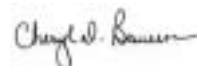
## Letter from the Board President

It has been my distinct honor and privilege to serve as President of Gateway Community Industries' Board of Directors for the past two years. The volunteers with whom I serve are truly a dedicated group of talented professionals. They tirelessly work to advocate GCI and the services we provide to the community. GCI is truly blessed with compassionate and professional leadership, management and staff. Through their dedication to the individuals we serve and the programs we support, Gateway improves the lives of many on a daily basis.



The programs supported by GCI afford vocational, residential and therapeutic opportunities to individuals with specific needs. Beyond a productive place in society, these programs provide services necessary to improve quality of life, build self-esteem and advocate migration to independent living.

With the continued support of our many community partners, volunteers and contributors we will continue to accomplish the goals of our mission and provide dignity and opportunity to all individuals we serve.



**Cheryl Bowers**  
President, Board of Directors

### Administration

**Françoise Dunefsky**  
Chief Executive Officer

**William Harper**  
Sr. Vice President Consumer Services

**Douglas Maloney**  
Vice President Business Services

**Eva Marie Graham**  
Chief Financial Officer

**Jill G. Aberle**  
Human Resource Director

### 2005 Board of Directors

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1st Vice President

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2nd Vice President

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# Our Mission

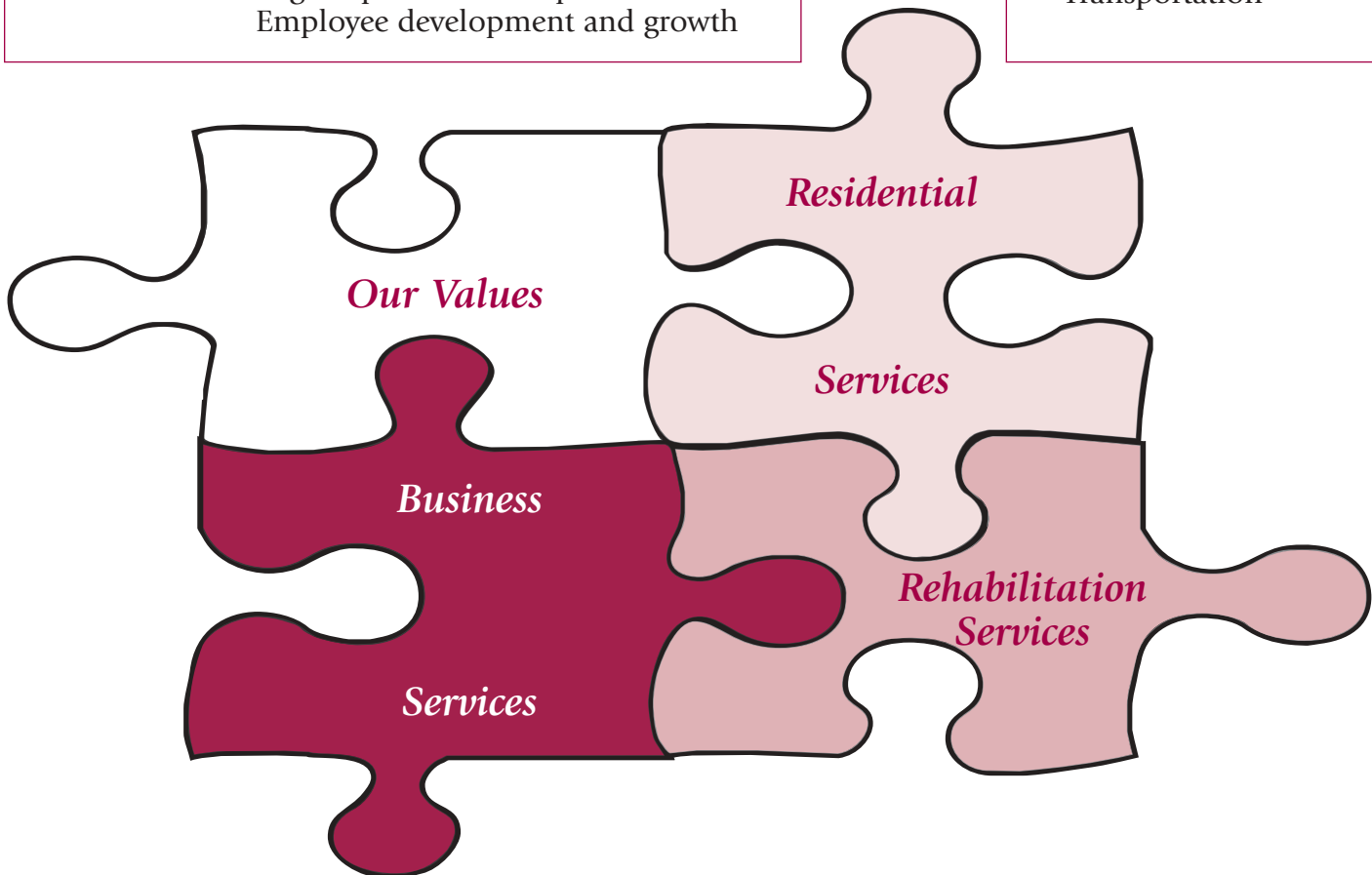
is to assist individuals with disabilities or economic disadvantages in choosing, acquiring, using, and maintaining the skills and supports necessary to achieve success and satisfaction in their lives.  
We accomplish this through Vocational, Therapeutic, Residential, and Business Services

## Our Values

- **Respect** — for all
- **Hope** — through inspiring leadership and creating opportunity
- **Teamwork** — Working together with our mission and vision in mind
- **Excellence** — Dedication to our customers  
High expectations for performance  
Employee development and growth

## Residential Services

- Residential Rehabilitation
- Community Integration
- Rental Stipends
- Case Management
- Financial Management
- Family Services
- Transportation



## Business Services

- Sub-Contract Manufacturing
- Office Products
- Lighting Operations
- Ever Clean Floor Care
- Custom Cleaning
- Food Service

## Rehabilitation Services

- Vocational
- Therapeutic
- Psychiatric Rehabilitation
- Continuing Day Treatment
- Vocational Evaluation
- Job Training
- Job Placement
- Community Employment
- School to Work
- Day Habilitation

## Rehabilitation Services



*251 Individuals were served in the Kingston and New Paltz Vocational Work Centers. Left, Joe Brown is working on an assembly job in the Kingston Work Center. He also participates in the Day Habilitation program during the week.*



*Ed Bunting works in the Food Service Department, helping prepare meals for the cafeteria and food service contracts. 478 training opportunities were offered in the work centers to help individuals in identifying their vocational goals.*

The *Rehabilitation Services Department* provides a variety of programs and services to individuals in need of vocational, treatment and/or habilitation services.

In 2004, the Rehabilitation Services Department served over 1800 individuals in both Ulster and Dutchess Counties through the following programs/services:

### Vocational Work Center

Training in the areas of basic assembly, food service, custom cleaning, clerical and facilities maintenance; development of future goals based on consumer choice and development of appropriate work habits and work attitudes through Vocational Counseling services; other Support Services, as needed, including transportation, pre-vocational groups, remediation and occupational health.

### Continuing Day Treatment (The Chestnut Center)

Supportive skills development; psycho-education; symptom management; rehab readiness development; group and individual psychotherapy; medication assessment and management; art therapy; co-occurring disorders track; and trauma track for individuals with psychiatric disabilities.

### Day Habilitation

Community based social, cultural and educational activities that promote integration for individuals with developmental disabilities.



*Day Habilitation consumers participate in a variety of community activities including cooking classes.*



Community employment opportunities are provided through local employers, both in Ulster County and Dutchess County. Deborah Tappy is training and preparing Patrick Mowery-Hall to work in the cleaning department at the FDR Library and Museum in Hyde Park.

## The Vocational Transition Center

### Employment and Support Services

Internship and job development; employment readiness training; on and off-site coaching; benefits counseling; transportation planning; post employment services.

### Medicaid Service Coordination

Assists, encourages and supports individuals with mental retardation and/or developmental disabilities in identifying, developing and reaching their valued outcomes.



Each year, Gateway's Rehabilitation Services Department hosts a breakfast and award ceremony honoring our partners. In 2004, the Employer Recognition awards were presented to companies that worked with us to give employment in the community to people with disabilities.

## Rehabilitation Services



The Job Shop helps individuals develop skills to find employment. This is done through vocational assessment, career planning and searching for a job to fit their skills. Veronica Strout is teaching time management skills, learning to be on time to work and having a good attitude.

### VERIZON Technology Center

provides opportunities to gain exposure and expertise in utilizing technology to enhance career development and employability.

### School to Work

assists students transitioning from school to work through a classroom/community based curriculum to enhance the student's career development and employability.

### The Job Shop

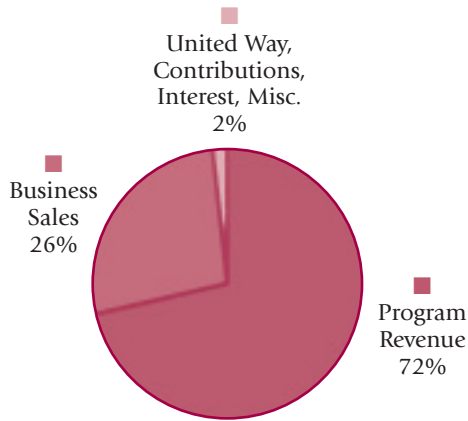
provides vocational assessment; career exploration; job search counseling and job development.

### Intensive Psychiatric Rehabilitation Treatment (Center for Self-Development)

Classes in goal setting and career exploration; workshops on recovery and making changes; seminars in skills assessment and resource development, and vocational internships skills training.

## 2004

### REVENUE

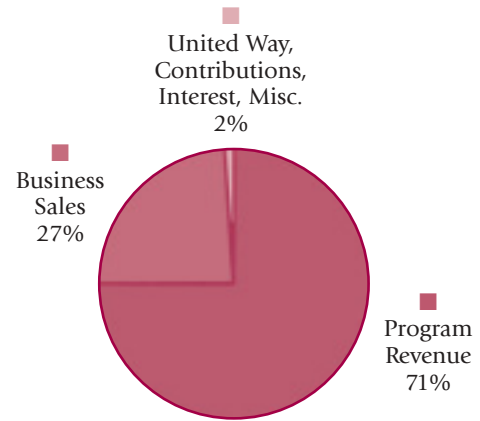


#### Revenue

Program Revenue	73%	\$8,346,000
Business Sales	26%	\$2,937,000
United Way, Contribution, Interest, Misc.	1%	\$180,000
<b>Total</b>	<b>100%</b>	<b>\$11,463,000</b>

## 2003

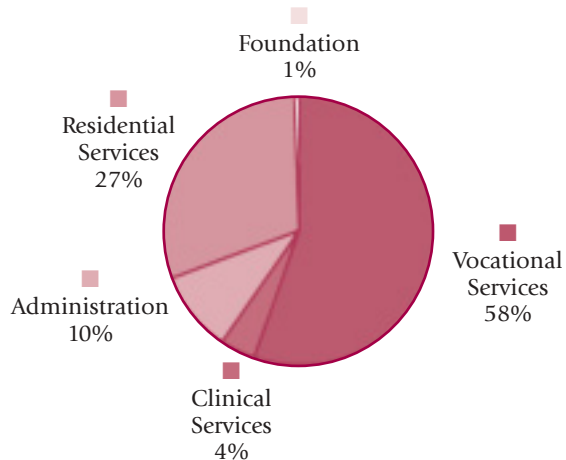
### REVENUE



#### Revenue

Program Revenue	71%	\$7,726,000
Business Sales	27%	\$2,896,000
United Way, Contribution, Interest, Misc.	2%	\$195,000
<b>Total</b>	<b>100%</b>	<b>\$10,817,000</b>

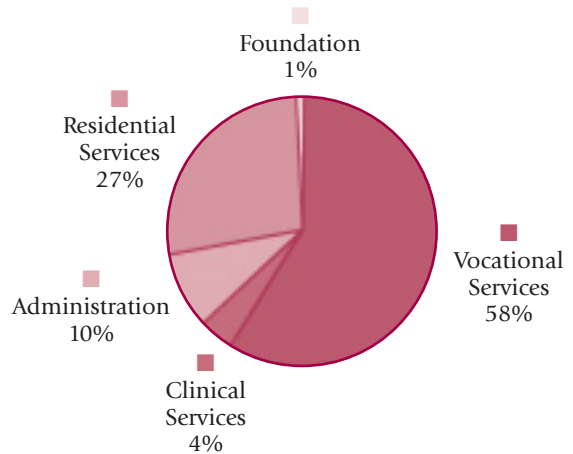
### EXPENSES



#### Expenses

Vocational Services	58%	\$6,342,000
Clinical Services	4%	\$468,000
Administration	10%	\$1,097,000
Residential Services	27%	\$3,021,000
Foundation	1%	\$78,000
<b>Total</b>	<b>100%</b>	<b>\$10,988,000</b>

### EXPENSES



#### Expenses

Vocational Services	58%	\$6,256,000
Clinical Services	4%	\$457,000
Administration	9%	\$1,038,000
Residential Services	27%	\$2,931,000
Foundation	1%	\$72,000
<b>Total</b>	<b>100%</b>	<b>\$10,754,000</b>

# 2004 Program Services Results



## Rehabilitation Services Department

### Vocational Evaluation

Persons Served	340
Diagnostic Vocational Evaluation	49
Short-term Testing	291
Median Age of Persons Served	30
Primary Diagnosis Served: Psychiatric	

### Primary Sources of Referrals:

1. New York State Office of Vocational and Educational Services for Individuals with Disabilities (VESID)
2. New York State Department of Social Services
3. Office of Employment and Training

### Community Employment

Community Job Placement:	270
Average Hourly Entry Wage	\$7.91

### Work Centers

Total Persons Served	251
Disability Groups Served	
1. Mental Retardation/ Developmental Disability	66%
2. Mental Illness	33%
3. Physical Disability	19%
4. Median Age of Persons Served	42

### Day Habilitation, Psychiatric Rehabilitation, and Treatment Programs

Total Served	141
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## Residential Services Department

### Total Persons Served in 2004: 213 for 186 Contracted Beds

- Primary Disability: Mental Illness
- Secondary Disability: MR / DD
- Other Disabilities: MICA / TBI
- Homeless women with children

Screened 250 candidates

Accepted 44 candidates

Leased and Supported 127 Apts. for 162 residents in 2 counties

Primary Source of Referrals: Other Non Profit Agencies

Secondary Source: County Mental Health Agencies

Average Length of Stay

    Community Residences: 1187 days

    Supported Apartments: 1687 days

75% Successful moves to more INDEPENDENT HOUSING

### Congregate Housing

<i>Ulster County</i>		<i>Dutchess County</i>	
Gateway Manor CR	14	Beacon CR	12
Penrose CR	12		

### Certified Apartments (Supportive)

<i>Ulster County</i>		<i>Dutchess County</i>	
Newkirk	10		
Scattered Site	17		
<b>Supported Apartments</b>			
<i>Ulster County</i>		<i>Dutchess County</i>	
Scattered Site	50	Scattered Site	26
Stuyvesant	16	Enhanced/ Family Apts	5
Family Apts.	3	MICA	3
Additional	7		

### IRA Apartments

<i>Ulster County</i>		<i>Dutchess County</i>	
Apt. Units	6	Apt. Units	5

<b>Totals</b>	<b>135</b>		<b>51</b>
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## Business Services Department

2004 was the most successful business year in Gateway's history. Sales finished at \$2,937,017, which was 1% higher than 2003, which had sales of \$2,895,920.

### Custom Cleaning (including Ever Clean)

Sales	\$1,157,071
Private Contracts	70
NYSID Contracts	8
NISH Contracts	1

### Food Service

Sales	\$206,000
Private Contracts	5
NYSID Contracts	1
Catered events	158

### Industrial Operations includes:

#### Subcontract Manufacturing

Sales	\$256,481
Amount of Contracts	17

#### Lighting Operations

Sales	\$297,375
Lights manufactured	38,287
Varieties of lights	64
NYSID Contracts	1

#### Office Products

Sales	\$1,006,122
NYSID Contracts	47 (87 different items)
NISH Contracts	2 (6 different items)
Folders shipped	7998,798
Envelopes shipped	1,806,825
Binders shipped	9,144

<b>Total Industrial Operations Sales</b>	<b>\$1,559,978</b>
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## Residential Services

### Supported Population Demographics:

Male	53.45%
Female	46.55%
Age:	
18 - 24	5.75%
25 - 34	9.77%
35 - 44	30.46%
45 - 54	36.78%
55 - 64	16.09%
65 + older	1.15%



The new Gateway Manor is scheduled to break ground in the Fall of 2005.

In the past year, we've continued to focus on community based sites and the evidence is that Residential Services is not just a "home based" program. We focus on many daily activities within our community and work to participate in those activities with our friends and families. Our residents camp annually together and have the opportunity to share in a relaxing nature center locally. This program provides experiences for many who have never had that opportunity.

Despite individual personalities and differences, having the opportunity to travel together and enjoy each other on an informal basis leads to true community circles of support. Going to local amusement parks, taking a vacation from the day-to-day activities of life, and laughing



together forms a team that recognizes each other's strengths and differences. We often work to involve family; each program offering numerous opportunities throughout the year to have gatherings, holiday events, birthday celebrations and relaxing home based picnics. Families are welcome to participate and are encouraged to be a part of our program.

Having a safe home is paramount to providing our services. During the past year, we have successfully campaigned and worked in partnership with the NYS Office of Mental Health, Ulster County Department of Mental Health, and the New Paltz local governmental offices to have a new home approved. Currently in the design phase, we look forward to building this new, accessible, state of the art home in New Paltz. This 14 bed residence will replace our current Gateway Manor CR on the same site. Look for our grand opening in the future. Participating in the residential program allows individuals to develop skills that will lead to greater independence.



The Consumers look forward each year to the annual camping trip. This gathering gives them a sense of community. Boating is just one of the fun activities they participate in during the trip. Above, friends enjoy hanging out together.



*Beacon CR is one of three community residences where Gateway houses individuals with disabilities that need a supported living environment.*

## Residential Services

A typical apartment is set up for each resident in the program. Providing this "head start" not only relieves the pressures of establishing a home, but also gives each resident a foundation from which to build on. We allow residents to choose their community of choice, pick and choose their own furnishings, and in some cases, to live with significant others while they receive supports from our program. When successful for a period of time, they are allowed to take their furnishings with them when they leave our support services and this allows them the boost to move forward.

## Business Services

- Sub-Contract Manufacturing
- Lighting Operations
- Office Products
- Custom Cleaning
- Ever Clean Floor Care
- Food Service Management
- Marketing Department

Once again, Business Services completed the year with record sales. In 2004, sales were slightly higher than 2003 with final results of \$2,937,017. However, there are many more significant accomplishments that should be mentioned if we want to get the entire picture of how successful a year 2004 was. Here are some of the highlights of each department:

### Sub-Contract Manufacturing

The Sub-Contracting division had a 9% increase in sales over 2003 results. This was based on a variety of projects completed for 17 companies in the Tri-state area. Some of the various types of jobs performed included blister packaging of Halloween kits, nail polish and packing denture kits. We also did shrink film wrapping of take-home food containers and styrofoam cups and lids. Other jobs that were done include poly bagging of stickers, greeting cards and magnets, as well as a wide range of assembly jobs ranging from valve and airway assemblies for CPR training mannequins, re-labeling of sun glasses, to the assembly of casters used on commercial food carts.

Our strength continues to be providing high-quality customer service, quality and inventory control, and a very flexible shipping system that utilizes our fleet of 24-foot box trucks. We are one of the best choices for manufacturing outsourcing available in the northeastern United States.

### Office Products

In 2004, Office Products exceeded a million dollars in sales for the second year in a row. 2004 also marked the first 10 years in business as a division. In the first 10 years, GCI Office Products has exceeded \$5 Million in sales and shipped an excess of 15 million envelopes and file folders to a wide range of customers all across the United States and Canada. In addition, GCI Office products shipped 1.8 million envelopes, 798,798 file folders and 9144 black levant grain binders. GCI Office Products expanded its product offerings of classification folders to include eight (8) colors of letter size folders with one, two or three inner dividers. You can view our stock items on our online store at [www.store.yahoo.com/gciofficeproducts](http://www.store.yahoo.com/gciofficeproducts).



*Bob Slizewski is working on hand assembly of our expanding envelopes. These envelopes are sold to state agencies and commercial customers throughout the United States. These envelopes, along with our popular classification folders, can be found on our website: [www.store.yahoo.com/gciofficeproducts](http://www.store.yahoo.com/gciofficeproducts).*

## Business Services *(continued)*

### Lighting

In 2004, Lighting passed \$4.2 Million in cumulative sales since the first shipment was made in June 1995. This level of sales represents the shipment of 724,053 lights. In addition, we have manufactured and shipped nine (9) new models in 2004. New model lights are still being designed and manufactured in prototype quantities and these lights are listed on the internet with the intention of increasing sales and exposure. In November 2004, we started a program to transfer the ownership of the lighting material inventory to Swivelier at a rate of \$2000 per month.

### Food Service

Food Service continued their mission of providing training to our consumers in a variety of different positions within the department. Several consumers were placed externally in companies and organizations throughout Ulster County. As far as sales are concerned, 2004 was a banner year for catered affairs with 158 events served. These events include the Coleman Wine and Cheese party, the Gateway Golf Tournament, the New Paltz Rotary/Gateway party, a luncheon at the FDR Library and a "High Tea" party for a long time Board member, Susan Wallace. All events were completed successfully, along with several large internal lunches at each of the work centers where 250 meals were served to all consumers and staff in celebration of Thanksgiving and the winter holidays.

### Custom Cleaning

Custom Cleaning continued to have tremendous success and



*Barbara Blue was one of many staff and consumers who received an appreciation award from Gateway for their hard work during a flood at the FDR Library and Museum during the summer of 2004. Gateway cleans and maintains the grounds for the FDR site in Hyde Park, including the new Henry Wallace Visitor Center.*



*Dexter Ollivierre and Robert Wells are packaging magnets for a local company. Our sub-contract packaging and assembly work gives opportunities to lower functioning consumers. Rob also works regularly in the Lighting Department and holds the record for assembling trunions, a critical component in all of our lights.*

reached a new high in sales. The FDR Library contract completed its second full year and provided extra sales and opportunities for our consumers with the addition of the Henry Wallace Visitor Center. This contract has created jobs for 20 individuals and added positions this year as we expanded our duties to include into grass cutting for the 16-acre site. Custom Cleaning continued serving 70 private and New York State contracts, and a flourishing floor care business, Ever Clean Floor Care. Ever Clean specializes in carpet cleaning and tile floor care which includes stripping and waxing vinyl tile and burnishing or monthly maintenance. Ever Clean's truck powered carpet cleaning system is state of the art. In addition, Ever Clean has seven monthly contracts with local businesses to maintain their vinyl tile floors. Ever Clean sales reached in excess of \$70K in 2004 and is hoping to achieve a higher goal of \$80K in 2005.

### Marketing

Marketing continued to emphasize trade shows, mailings, telephone contacts and increased customer visitation to new, existing and potential customers. One of Marketing's best sources continues to be word of mouth and referrals. This has grown the floor care business over the last five years. In addition, we continue to focus our efforts on making our websites more "searchable" so that potential customers can find us easily on the Internet. Gateway has three web sites, listed below, where we sell our file folders, envelopes and binders and list our services and various programs. In 2004, we partnered with the ARC Otsego in Oneonta, NY in order to sell their writing pads through our website. Offering another type of office product helps to bring more traffic to our Yahoo store. Visit our websites today and you will be pleasantly surprised by the diversity of what we offer.

[www.gatewayindustries.org](http://www.gatewayindustries.org) / [www.wecleancarpet.com](http://www.wecleancarpet.com) / [www.store.yahoo.com/gciofficeproducts](http://www.store.yahoo.com/gciofficeproducts)

## Foundation Events in 2004



Ward Todd, 2004 Toast of the Town honoree

The Foundation held three major fundraisers in 2004; The 6th Annual Raffle at the Hillside Manor; The Toast of the Town Recognition Dinner honoring, Ward Todd, President of the Ulster County Chamber of Commerce; and the 12th Annual Golf Classic at the Hudson Valley Resort in Kerhonkson, NY. Each of these events, and the funds they raised, help support the services Gateway Community Industries provides for individuals with mental and physical disabilities.

### 2004 Results for Consumers

Through our fundraising efforts this past year, the Foundation provided new chairs for the Kingston work center, a holiday gift for consumers, a new DVD player, and funding for the completion of Gateway's own informational DVD that highlights the services and programs we provide.

### 2004 Foundation Events

#### 7th Annual Raffle

March 11, 2005  
Hillside Manor, Kingston  
Winner: Andrea Lurie

#### 13th Annual Golf Classic

September 25, 2005  
Hudson Valley Resort,  
Kerhonkson

#### 10th Anniversary Celebration

of several GCI programs  
October 20, 2005  
Kingston Work Center

### 2004 Donations

Altschuler Flooring Contractors	Robert Bailey	Greg Howard
Benefit Counseling Assoc	Rotary Community Svc	Henry J. Gregoretti
Charles Busick	Roy & Judith Fruiterman	Kevin Roach
Independent Financial Services	Sara Jane Aikens	Loraine Salmon
Infor Metal & Tooling Mfg. Corp	Steve Haas	Marshall Beckman
John Christnacht	The Klock Foundation	Nancy Slauson
Joseph Canino	Wapner, Koplovitz, Futerfas	Nina Miness
Judith Gessner	Attorneys	Robert Carey Co., Inc.
Kinetics Thermal Systems	Worldwide E-Processing	Robert Tabaztnik
Mauri Associates Architects	Benjamin R. Lasher	Shiro & Burns
	Constance Catalinotto	Stephen Greenspan
	Dr. Daniel Zeichner	The Rotary Club
	Francoise Dunefsky	Thomas L. Gregoretti
		William McCarthy

### Foundation Board 2004

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Richard Mantey  
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Phyllis McCabe  
William McCarthy  
Lorraine Normann  
Tracie Short  
Susan Wallace  
Mary Rose Warcholak

### Foundation Board 2005

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*President*  
Mary Rose Warcholak  
*Vice President*  
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Angela Cavanna, D.O.  
Brian Ginty  
Kathleen Gordon  
Barbara Klassen  
Karen Lockrow  
Michelle Marmo  
William McCarthy  
Cathy Racicot  
Susan Wallace

*We want to give thanks to all the contributors and supporters that have given generous donations to Gateway Industries through fundraisers and individual or corporate donations. We greatly appreciate your support.*

If you would like to contribute to Gateway Industries, you may send your donations to:  
The Gateway Foundation PO  
Box 5002 Kingston, NY 12402.



One Amy Kay Parkway  
PO Box 5002  
Kingston, NY 12402-5002

Non-Profit Org.  
US Postage  
PAID  
Permit No. 6165  
Newburgh, NY 12550

Member  
Agency



United Way of Ulster County

## Gateway Community Industries

### Joe Cornelske Center

One Amy Kay Parkway  
PO Box 5002  
Kingston, NY 12402-5002

Main Phone: (845) 331-1261  
Toll Free: (800) 454-9395  
Fax: (845) 331-2112

### Vocational Transition Center

Phone: (845) 339-0155  
Fax: (845) 331-4920  
Job Shop: (845) 334-9496

### Ever Clean Carpet Cleaning/Floor Care

Phone: (845) 331-2234

### New Paltz Facility

137 North Chestnut Street  
New Paltz, NY 12561

Phone: (845) 255-6700  
Fax: (845) 255-6706

### Chestnut Center (CDTP)

Phone: (845) 255-1149  
Fax: (845) 255-1285

### Dutchess County

Vocational Transition Center  
Phone: (845) 473-7127  
Fax: (845) 473-9427

To reach the operator or any of our business services, rehabilitation programs, residential programs or administration, please dial the main number.



Check us out  
on the Web!

[www.gatewayindustries.org](http://www.gatewayindustries.org)  
[www.wecleancarpet.com](http://www.wecleancarpet.com)  
[www.store.yahoo.com/gciofficeproducts](http://www.store.yahoo.com/gciofficeproducts)

Email us your comments at:  
[info@gatewayindustries.org](mailto:info@gatewayindustries.org)

